

INFORMATION TECHNOLOGY

Excerpt from Enfield's Annual Report 2002-2003

PROGRAM INFORMATION & DATA

Technology in the Town of Enfield has evolved into a sophisticated network involving every department in many locations. Over the last five years, the Town's networked environment has changed from a terminal based system to a PC and Web based system using the same technology as the Internet. The network connects approximately 300 PCs and numerous servers in many buildings.

Town Departments' use various servers based Business Applications including: Police Records, Insurance Benefits, Payroll, Human Resources, Fleet Management, Assessor's Records, Tax Collections, Financial Systems, Town Clerk's Records and others. We also use MS Office XP for office automation. Various PC packages such as AutoCAD, Road & Street Inventory, Renter Program, etc., are used for specific department applications.

With the use of this improved environment we have more opportunity to serve the public. The IT Department is working to provide access to information to the public via the Internet. The Town's web site www.enfield.org has become a cornerstone of the Town's E-Government initiative. Recent additions to the web site include applications and forms, the Annual Budget, New Residential Assessment Values, Ordinances, Pictures of Construction Projects, Senior Center and Recreation Program Information. We are continuing to deliver new services using the Internet to make government in Enfield more accessible for everyone.

The mission of the IT Department is to deliver high-quality, reliable, secure information technology services and to provide forward-looking comprehensive solutions that increase efficiency and bring government closer to people and business.

DEPARTMENT GOALS

1. Service Continuity - Keep the lights on. Continue to provide services necessary to maintain current service levels.
2. Business Needs - E-Government. Move forward with new services for all

participants, the community and Town of Enfield departments.

3. Bridge the Digital Divide - Provide consistent information where applicable within the walls of Town Hall and outside the walls of Town Hall. Support services to provide the skill levels necessary to all participants.
4. Provide solutions via Web/Helpdesk/CRM that move government closer to people and business. Mail to: ITDirector@enfield.org or Webmaster@enfield.org.
5. Implement changes to Infrastructure that increase efficiency through remote management of network equipment. Subscription Services.
6. Add Town buildings to the Infrastructure to provide high-quality, reliable information technological services.
7. Migrate to MS Windows Active directory for servers and to MS Windows XP for clients to providing forward-looking comprehensive solutions.
8. Deliver secure information technology services through the implementation of Network Security Intrusion Detection.

ACCOMPLISHMENTS

1. www.enfield.org Town of Enfield Web Site Improvements.
2. Business Continuity: Support Participants/Security/ General Network Health/Desktops/Servers/License and Service Contracts/Software Systems Maintenance/ Software Development/Managing Change and Risk/Using Current Technology.
3. Alarm Ordinance Collections.
4. Help Desk/Self Help Initiative/Active Dispatch Process.
5. Public Safety Extended Systems.
6. Photograph Viewing/Management Software.
7. Fleet Maintenance Operations Software.
8. Fixed Assets Applications.
9. Network Upgrades: WAN Connections/New Senior Center/Central Library/Public Safety Complex/Senior Center Learning Center/ Training Lab.

10. Windows XP Desktop
Deployment/Redeployment.
11. Employee Training: MS Windows XP/MS
Office XP/Various Software Applications/
Photography Software/Digital Photography/
AutoCAD/ Scanning Documents.
12. Server Migrations/Installations.
13. Virtual Town Hall:
Calendars/Agendas/Minutes/

DEPARTMENT STAFF

Charlene S. Bond	Director
Lori Parker	Technical Project Coordinator
Janet Graham	IT/Telecom Coordinator
Robert Murray	Systems Development Manager
Cynthia Murphy	Systems Analyst
Peter Ohs	Webmaster
Edwin Heaney	Database Analyst
Sharon Renaudette	Programmer/Analyst PT
Stanley Dunn	Programmer/Analyst PT
Carl Merrick	Network Administrator
Wayne Maynard	IT Technician
Robert Sperrazza	IT Technician